



Headquarters:
124 12th Ave. South,
Suite 400, Nashville, Tenn.

2017 **Founded:** 2018

Initial Capitalization:
\$46 million

Website:
www.studiobank.com

Employees: 45

Founder: Aaron Dorn,
Chairman, President
& CEO (pictured)



IN THIS ISSUE:

- P.02** More Team News at ImageQuest!
- P.03** Improve Your Tech IQ
- P.03** Meet A Cyber Criminal
- P.04** Hire a Dynamic Speaker for your Meeting
- P.04** Client Comments

Milton Bartley



Jay Mallory



IMAGEQUESTSM

**Your Managed IT,
Cybersecurity & IT
Compliance Experts**

New boutique bank opens in Nashville with help from ImageQuest

Studio Bank is a boutique bank founded and located in Nashville, Tennessee. Studio Bank provides organizations, families, and individuals with sophisticated financial services through a multi-channel delivery model allowing clients to bank anywhere, anytime.

It's the first bank organized from the ground up in Nashville since 2008, according to American Banker and local media.

Helping Studio Bank with the regulatory review of its IT Compliance policies was ImageQuest's Milton Bartley. Bartley serves as Studio Bank's virtual Chief Information Security Officer, or vCISO.

A vCISO is an equivalent to a C-level executive who provides cybersecurity expertise as needed, similar to a fractional share of an asset. The vCISO can provide guidance to a company's board of directors.

Bartley assisted Studio Bank in meeting regulatory requirements for risk assessment, policy development & compilation, business continuity

continued on P.02

continued from P.01

measures, and the bank's overall cybersecurity maturity. Those standards are governed by FFIEC, or the Federal Financial Institutions Examination Council. The council is a formal interagency body that works with the Federal Reserve Board of Governors, the Federal Deposit Insurance Corporation (FDIC), the Office of the Comptroller of the Currency (OCC), and the Consumer Financial Protection Bureau (CFPB.) FFIEC works with all those agencies to create and enforce uniform principles, standards and reports from entities regulated by those agencies, such as banks and credit unions – including for cybersecurity.

"Milton was at our side assisting with policy and procedure writing and navigating us through discussions with regulators," said Larry Dorris, Studio Bank's Chief Operating Officer. "He added tremendous value to the entire regulatory process."

Bartley also led the bank's first IT and security risk assessments, giving the bank a baseline from which to measure as it grows. Dorris said that help from ImageQuest was invaluable to the bank in its organization phase.

"Even though we're a young company, we still have big company cyber risks, so we need sophisticated risk mitigation," Dorris said. "Having this outsourced virtual CISO allows us to



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– Larry Dorris, Studio Bank's Chief Operating Officer

protect ourselves now and will continue as the company grows."

ImageQuest further provided Studio Bank with an IT infrastructure designed

to grow as the bank passed from its organizational startup phase to its Certificate of Authority to operate. Dorris said once the bank gained its regulatory approvals to open, hiring commenced and the bank's headcount grew significantly.

ImageQuest was able to keep up, providing desktops, software applications, and connectivity for the new mortgage bankers, commercial lenders, and bank operations employees.

"ImageQuest knew exactly what we needed," Dorris said. "Hardware was delivered on time and loaded with the necessary technology and software. They sat down with folks, set them up and got them working. They were very helpful in how we scaled our company."

"They do their job very well," Dorris said. "ImageQuest manages our local IT infrastructure, and they manage our Help Desk. When a Studio associate has an IT issue, they are talking to an ImageQuest associate."

Dorris said the ImageQuest Help Desk team works hard to help Studio Bank "with day to day troubleshooting and finding efficient ways to use technology. I give them high marks."

Overall Dorris said his experience with ImageQuest has been positive.

"They're transparent, they're affordable, and they have a lot of integrity. They're a good partner, a good advisor – and good at what they do."

MORE TEAM NEWS AT IMAGEQUEST!

Our Help Desk has grown by two more new team members!

MARK ADAMS is an IT Support Specialist III. A U.S. Navy veteran, Mark has experience as an IT engineer, an IT Field Technician, an IT Support specialist – and a former business owner whose clients included Ft. Campbell. He is a graduate of Murray State University and is continuing his IT education with Western Governors University.

DAVIS HOUK is an IT Support Technician II. Davis helped install new POS systems for Wal-Mart while at TEKsystems. He then served as a Desktop Support Technician for Vanderbilt University Medical Center, providing onsite and remote support for medical center staff. That included getting medical staff back online when computer issues arose. Davis graduated from the University of Tennessee.



MARK ADAMS



DAVIS HOUK

IMPROVE YOUR TECH IQ

It's 2019, and your log-ins should involve two things – a strong, unique password per account, and multi-factor authentication.

But if you went part way – created a strong password, but then are using it everywhere, read on.

Numerous hacked sites surrendered lots of people's information so that strong password could be in a crook's database. Then it's only a matter of time until that crook's bot cracks open your other online accounts.

What to do? If inertia is keeping you from making the change because you're busy/stressed/distracted – good news. Just get a password manager and it will do a lot of the heavy lifting for you. The perks – password managers offer autofill which turns logging in into a much more convenient exercise.

Paid-versions also offer more perks. They can also securely store your credit card info and autofill with that. Don't let shopping sites store your card info for you. (See also: Bulk hacks above.)

Paid versions also can offer a VPN – a virtual private network – for web surfing in insecure places, such as coffee shops, airports, and other popular free Wi-Fi hangouts.

Another perk is scanning the Dark Web for your info. When a match is found, the manager will alert you to change that password. Most password managers also will highlight your re-use of the same password and encourage you to change it.

Most password managers also sync between your laptop, tablet, and phone, as long as you keep each of them synced up.

The hassle – you'll have to go to all the sites where you use your password and reset it. Don't worry – just with a click your password manager will generate a strong – and unique – passwords for each site.

Also – we regularly hear during our security training sessions concern that the password manager itself could be hacked. Yes, this has happened (including by white hat hackers) but so far, no one got into someone's local vault. If you want to read more on this, we recommend <https://bit.ly/WhichPMs>

Which password manager should you get? While we like 1Password, LastPass and Dashlane, this market is expanding rapidly. We suggest you read reviews on Password Managers by reputable tech magazines to see what's out there, and which one(s) might work for you.

You can also watch our CEO, Milton Bartley, talk about password managers here: www.imagequest.com/password-managers.

Next month: Multi-factor authentication.



MEET A CYBERCRIMINAL ... and the Rocket Scientist pursuing him

MOHAMMAD MEHDI SHAH MANSOURI is one of two Iranians accused by a federal grand jury of sending SamSam ransomware attacks to victims such as the City of Atlanta, LabCorp, the City of Newark, N.J., and the Port of San Diego.

The FBI said Mansouri and a co-defendant, Faramarz Shahi Savandi, targeted municipalities, hospitals, and medical centers over 34 months. Cities' 911 systems were a particular target, The Hill.com reported.

The malware, also known as MSIL/Samas.A, caused more than \$30 million in damage to 200 known victims, the FBI said. Atlanta's attack, which saw extensive news coverage, cost at least \$2.6 million, the FBI said.



Instead of using email phishing, SamSam exploits weaknesses in victims' networks, specifically Remote Desktop Protocols (RDP), according to the Dept. of Homeland Security on its US-CERT.gov site. Malwarebytes said SamSam also exploits Java-based Web servers and FTP (File Transfer Protocol) servers.

The FBI says Mansouri and Savandi are 28 and 35, respectively, and live in Tehran. They remain at large. The indictment against them says they launched SamSam in December 2015 from Iran and continuously refined it, adding more sophisticated encryption to make it difficult to analyze.

The FBI says the two collected \$6 million in bitcoin ransom payments to date. The FBI's Cyber Most Wanted page includes comments from Amy Hess, the FBI's Executive Assistant Director for Criminal, Cyber, Response and Services Operations. Hess said the hackers' efforts to hide behind bitcoin ransom demands failed.

"The criminals believed they were masking their identities on the Dark Web. But this case shows anonymizers may not make you as anonymous as you think you are," she said.

AN ASIDE: HESS is relatively new in her current job, having been appointed by former FBI Director James Comey last August. She is originally from Jeffersonville, Ind., and was the Special Agent in Charge of the FBI's Louisville office before being promoted.

Louisville Business First last year, in naming her a "Woman Making A Difference," said she's been a "groundbreaker" and role model for women throughout her FBI career. The newspaper also noted that Hess is "a rocket scientist," thanks to her degree in aeronautical/astronautical engineering from Purdue University.

HIRE A TERRIFIC CYBERSECURITY SPEAKER FOR YOUR MEETING

If your organization's members worry about becoming a target for foreign hackers, consider hiring a dynamic speaker to educate them on current cybersecurity trends.

Our Co-Founder, President, and CEO, Milton Bartley, has a track record of giving engaging talks on cybersecurity trends and Best Practices. We find that attendees usually are still asking questions when it's time to leave – and then hanging around afterward!

Milton is on the Executive Board for the InfraGard Chapter of Middle Tennessee. InfraGard is a partnership between the Federal Bureau of Investigation and the private sector. It's designed to promote ongoing dialogue and timely communications between InfraGard members and the FBI.

As a result, Milton stays current on cybercrime trends affecting U.S. organizations.

Milton also stays current on IT regulatory trends,



for his role as a vCISO, a virtual Chief Information Security Officer, for several of our clients.

One client recently was impressed that Milton could sit in during a regulatory audit and answer the regulator's questions "without having to Google it."

Milton is known in Nashville, a rising technology center, as one of the city's most recognizable business leaders. His drive to achieve, first as a U.S. Army combat leader to CEO of a growing tech firm, has led to the fulfillment of a better life for himself, his family and his employees. ↻

CHECK IT OUT

A sampling of Milton's presentations are available here:

<https://www.imagequest.com/Milton-speaking-samples>

And you can inquire about Milton's availability here:

<https://www.imagequest.com/milton-bartley/>

We guarantee you will get great reviews for booking Milton!

“ From Our Customers

"Everything was fixed for me really quickly! Thank you!"

"DeMarcus is always so great to work with. Amazing customer service, super helpful, and always pleasant to talk to! 5 Stars!"

"Y'all are the best and we really appreciate your hard work and sweet customer service even though I get impatient sometimes! Thanks for putting up with me!"

"(Damian) was so helpful!! Quick and efficient."

"Stayed with me until all my questions were answered."

"Fantastic follow-through to resolve the issue. Thank you!"

Finally, we love this comment so much we put it on our Blog:

"Not only did Erick fix my issue, we went one step further to streamline my process moving forward! I SO LOVE having ImageQuest here at the ready whenever there's an issue – not the same as the work-world I just left where everything was 'rigged' or fixed by our novice tech support in-house. Thank you!"

You can read more comments at [imagequest.com/reviews](https://www.imagequest.com/reviews). Thank YOU to our clients who shared their positive feedback about our help. We appreciate it! If you are not having this experience with your Technology Vendor, maybe you should give us a call!

DO YOU KNOW A COMPANY LOOKING FOR IT SUPPORT?

WHAT WOULD MAKE A GOOD REFERRAL?

A great referral for us is a company in any professional industry with at least 20 computers – or any organization with a regulatory compliance standard they must follow.

HOW DO I SUBMIT A LEAD?

You can submit your referral by emailing us at leads@imagequest.com, or by calling Milton Bartley or Jay Mallory at 888.979.2679. You can get more details at <https://www.imagequest.com/referral-program/>

I recommend
IMAGEQUEST
for their Expert IT Service